

Raymond Burns 3
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CityRail

The following is a complaint I forwarded to CityRail on their feedback line and it does not effect me personally but I was so angry with the incident I had to forward a complaint. I am sending it to you as a matter of interest and wish to point out that I don't know the lad in person, nor have I seen him before.

This person had a ticket to Blacktown and explained what happened but all these Transit Officers cared about was where he lived. They made a mountain out of a mole hill and I don't know whether it was just their belligerence because they had a kid to pick on or they were pursuing a fine in accordance with CityRail policy of don't use your initiative or common sense just issue the fine.

I know this kid won't complain because I don't think he'd know how to go about it so I am doing it on his behalf.

Don't think I'm down on all of the Transit Officers because I'm not, I've encountered some very polite and courteous ones, but with others one wonders. I have been in the law enforcement field and I believe the problem is with the training as well as the selection process.

I really suspect that CityRail give each Officer a quota to fulfil in fines and they can't use their discretionary powers as Police do as to whether they issue a fine or not.

Raymond Burns